



Data Management Officer

Location: Home-based / Hybrid (Scone Airport or Aberdeen Airport)

Reports to: Data and Insights Manager

Hours: Full time—37.5 hours per week

Salary: £31,000—£35,000

Benefits:

- Pension: 12% employer's & 5% employee's contribution (after 3 months' service)
- Annual Leave: 36 days (incl. public holidays) + an extra day for your birthday (plus additional long service days)
- Death in Service benefit: 4 times annual salary
- Optional Private Medical Insurance plan and Cashplan
- Employee Assistance Programme
- Enhanced Maternity/Adoption/Paternity Pay
- Access to Blue Light Card
- Learning and Development opportunities
- Hybrid Working

Working for Scotland's Charity Air Ambulance

Scotland's Charity Air Ambulance (SCAA) exists so nobody in Scotland suffers or dies because medical help cannot get there in time.

People can get sick or have accidents anywhere and anytime. But in Scotland there are places where urgent medical help cannot reach people. Or help gets there too late. And when lives are at risk every minute matters. As a charity we rely on donations from the Scottish public, companies and communities to ensure that urgent medical help gets to the patient when it is needed, wherever they are and at whatever time of day.

We are looking for a skilled and proactive Data Management Officer to join the charity's Data and Insights Function. You will be joining the charity at a time of significant opportunity as we continue to strengthen our approach to data, insight and supporter engagement.

The Data Management Officer will mainly be responsible for managing and developing our Customer Relationship Management (CRM) system and supporter data. This is an exciting opportunity for an experienced CRM and data professional who enjoys hands-on responsibility for systems, process improvement and data management, and enabling colleagues to deliver exceptional fundraising, marketing and supporter engagement activity. Working closely with teams across the charity, you will ensure our CRM remains effective, compliant and fit for purpose while helping us better understand and engage our supporters. Your work will directly contribute to our ability to raise funds and support our life-saving mission.

This role can be offered on a fully remote basis, with the option to work from Perth Airport, where SCAA headquarters are located or our Aberdeen base at Aberdeen Airport, if preferred. Occasional travel to our Perth base will be required for the successful candidate. SCAA supports flexible and hybrid working arrangements—our current approach typically includes two office days per week for those working on a hybrid basis. The usual hours and days of work will be Monday to Friday, 9am—5pm.



Data Management Officer

Scotland's Charity Air Ambulance

Our Ambition

No one in Scotland should die because help cannot get there in time.

Our Mission

To save lives through the urgency and quality of our response to time-critical emergencies.

Our Vision

To provide a valued, sustainable, leading edge national air ambulance service that is integral to emergency services in Scotland.



Our Ethos

Fast, professional, responsible, innovative, visible.



Data Management Officer

Our Values

Excellence

We raise the bar through professionalism, ambition and innovation. We deliver an exceptional service that is compassionate, trusted and lifesaving.

Compassion

We treat people with compassion, respect and care, placing individuals and communities at the heart of every decision we make.

Commitment

We show commitment by working together with shared purpose, supporting each other and our communities to make a meaningful and lasting difference.

Trust

We build trust by being reliable, accountable and professional, acting with integrity and delivering safely when people need us most.



Data Management Officer

About the role

As Data Management Officer, you will:

- Manage, maintain and support the ongoing development of the charity's CRM system.
- Ensure data integrity through effective coding structures, workflows, validation and quality control processes.
- Provide first-line CRM support and liaise with software providers, IT teams and third-party suppliers.
- Manage data imports, integrations, archiving and cleansing activities.
- Oversee fundraising and lottery data imports, ensuring income is accurately recorded.
- Maintain process documentation, procedures and data governance records.
- Deliver CRM training and support colleagues to maximise effective system use.
- Produce data selections, queries and reports to support fundraising and marketing activities.
- Develop and maintain dashboards and reporting to monitor KPIs and performance.
- Analyse donor and campaign data to identify trends, opportunities and areas for improvement.
- Ensure compliance with GDPR, supporter communication preferences, data subject requests and Gift Aid requirements.
- Support financial reconciliation processes where required.
- Continuously improve data processes and reporting methods.
- Work collaboratively with fundraising, marketing and finance colleagues to maximise supporter engagement and campaign effectiveness.
- Support audience segmentation, testing and campaign evaluation activities.
- Build strong relationships with CRM users across the organisation.
- Promote best practice in data management and reporting.
- Support wider data and insight projects across the charity.

General responsibilities

- Maintain and improve competencies through continuous professional development.
- Work collaboratively with staff across the charity and key partners.
- Work effectively and efficiently to administration, communication, health and safety protocols and policies to ensure that organisational systems and procedures are implemented.
- Abide by organisational policies, codes of conduct and practice as described in the Staff Handbook.
- Treat with confidentiality any personal, private, or sensitive information about individual organisations and or schemes or staff etc.
- Perform other associated duties as may arise, develop, or be assigned in line with the broad remit of the post.
- Be prepared to travel throughout Scotland and occasionally beyond to meet the needs of the business.



Please refer to the full job description for more details.

About you

Essential

Experience, Knowledge and Skills:

- Proven experience managing CRM systems in a charity or fundraising context and being comfortable working with large datasets.
- Experience with data segmentation, ETL processes, transformation and import / export processes.
- Strong understanding of data protection legislation (e.g. GDPR).
- Understanding of Gift Aid regulations and charity fundraising compliance.
- Confident using query tools and an understanding of query-based data extraction.
- Strong IT skills with competency using the MS Office suite and Excel in particular.
- Strong interpersonal skills with the ability to work collaboratively across teams and support non-technical colleagues.
- Ability to analyse and translate data into clear findings for campaigns and reporting, including donor value analysis.

Personal Attributes:

- Ability to manage multiple competing priorities and deadlines.
- Highly organised and process-driven with excellent attention to detail.
- Methodical and structured approach to problem solving, with the ability to identify and lead on resolving data / system issues.
- Curious and enthusiastic about data, systems and process improvement.
- Commitment to process documentation.
- Ability to work independently whilst contributing effectively as part of a team.
- Commitment to the mission, values, and ethics of the charity sector.

Please refer to the full person specification for more details.



Data Management Officer

Join us!

Application

To apply for the role please email the following to **Susie Crocker** at Recruitment@scaa.org.uk

- your CV and covering letter— outlining your suitability for the role, your relevant experience, your motivations for applying and how you heard about this vacancy. We advise you to refer to the 'About You' section and use this to explain your suitability for the role.
- Equality, diversity and inclusion monitoring form (optional)

As an equal opportunities employer, SCAA is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join SCAA.

If you have any specific questions about the role then please contact:
Emily Bates—Data and Insights Manager at e.bates@scaa.org.uk

Application deadline is 5pm on Sunday 16th August.

Interviews

Interviews will take place at our base at Perth Airport in Scone, or remotely, during the weeks commencing 24th or 31st August 2026.



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